

OBSERVATION REPORT #18

KPMG Consulting observed several instances of orders with Due Dates (DD) later than expected.

Issue

KPMG Consulting observed several instances where the Due Date (DD) returned by Verizon in the confirmation was later than the Desired Due Date (DDD) in the order and later than the interval published in the *Product Interval Guide*.¹

The following table lists a sample of PONs for such orders.

| PON | VER | Order Sent | Expected Interval | DDD ² | DD | Flow or Non-Flow |
|------------------|-----|-------------------|-------------------|-----------------------|----------|------------------|
| 077011NN0X000003 | AA | 09/25/00 09:04 | 2 Days | 09/27/00 | 10/04/00 | Non-Flow |
| 051011NN0X000003 | AA | 09/27/00 14:57 | 4 days | 10/02/00 ³ | 10/05/00 | Non-Flow |
| 102031NN0X000011 | AA | 09/25/00 09:20 | 6 days | 10/03/00 | 10/06/00 | Non-Flow |

Assessment

Late due dates or inaccurate interval documentation will not allow CLECs to fulfill time commitments to their customers.

¹ As published on Verizon's Wholesale Markets web site at <http://www.bellatlantic.com/wholesale/html/resources.htm>

² According to published standard intervals from the *Product Interval Guide*

³ KPMG Consulting requested a DDD that was 2 days shorter than the standard interval. If the standard interval had been used, the DDD would have been 10/4/00